ANALYSIS INVESTIGATION AND CORRECTION OF PLANT WORK ERRORS

1. GENERAL

1.01 This addendum is issued to change the method for reporting of work errors on Form E-4222, Private Service Results.

1.02 The following change applies to Paragraph 5.03 (B) of the section:

5.03

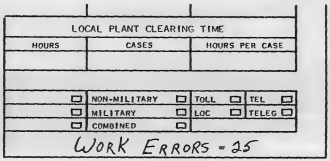
(b) Accounting Department

(1) Total work errors for measured month.

P.S.C.'s will enter total work errors in lower right-hand corner of E-4737 below Column B12-B22, i.e. total work errors — 150.

S.T.C.'s will enter total work errors in lower right hand corner of E-4222

"SAMPLE" E-4222 WORK ERRORS



ANALYSIS, INVESTIGATION AND CORRECTION OF PLANT WORK ERRORS

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1. GENERAL

1.01 This section outlines methods for analyzing, investigating and correcting employee caused work errors resulting from daily work operations.

1.02 This section is reissued to revise BSP references and supervisory titles. Arrows are omitted.

1.03 For the purpose of this section an employee caused work error is defined as any work operation that results or could result in adverse customer reactions evidenced by customer reports. Some work errors will not be evidenced by customer reports, but should receive the same emphasis and follow-up as those work errors recognized as a result of a trouble report.

1.04 This section is written on the premise that employee caused work errors do result from specific causes and a review of these causes with effective follow-up will reduce work errors.

1.05 Associated practices that work in conjunction with this section, but do not duplicate procedures or reports will be found under these titles:

Central Office and Toll Test Centers

- Section 002-502-911PN, Analysis and Review of Major Plant Failures.

Note: The Controlled Maintenance Plant contains man made trouble procedures.

Plant Service Centers

- Sections 660-100-xxx, Customer Trouble Report Analysis Plan.

1.06 Form P-7084 (see Fig. 1) has been designed to help determine the cause of the work error and ensure that follow-up action will be taken. Form P-7084 also provides:

(a) Training requirement information.

(b) Force readjustments information.

(c) Maintenance program information.

(d) General Information for prevention of similar errors at other locations.

1.07 To meet these objectives, in addition to determining the cause, it is necessary that proper remedial action be taken.

2. RESPONSIBILITIES

2.01 Plant service center (PSC) and serving toll test center (STC) supervisors must initiate analysis report forms daily as trouble reports indicate that action should be taken. Do not hold reports in abeyance ***until tomorrow*** to be investigated and written up.

2.02 Supervisors recognizing work errors exclusive of trouble reports, will report the condition to the PSC or STC for follow-up action as covered in 2.01.

2.03 Supervisors who receive Forms P-7084 must review and investigate each report with the employee or employees involved. It is not intended that this form be used to hinder or restrict an employee's progress with the Company. The form should be used as an aid in determining training needs and requirements, improving work habits by on the job training and improving the quality of service to the subscriber. Forms must be

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completed by the employee's supervisor, signed and routed to next name on the form.

2.04 Plant Service Managers, Central Office Managers and Plant Managers are responsible for reviewing completed analysis forms returned from the field. If the manager is not satisfied with the answer or information, the form must be returned to the field for additional information as required. The form will be noted and forwarded to next name on form.

2.05 The District Plant Manager will (1) review Forms P-7084, (2) take what action he deems necessary, note and forward to originating PSC or serving toll test center.

2.06 Periodic inspections and reviews should be made by the District Plant Manager to assure himself that a thorough and complete analysis and follow-up program is in effect in all locations in his district.

2.07 A "Work Error Committee" should be set up to review the work errors every one or two months, depending on the severity of the problem.

(a) The committee will be chaired by the Test Center Supervisor and will include the Plant Service Manager, Central Office Manager, Central Office Supervisor, Central Office Supervisor (Toll), Central Office Manager (Toll) or Plant Manager as appropriate.

(b) The work errors will be summarized by force group, and reviewed by the committee. They will make recommendations and institute plans or programs to reduce the work errors.

Note: Toll organizations in the larger centers may wish to hold similar discussions among their respective groups to cover reports involving Toll forces only.

3. PREPARATION OF FORM

3.01 Prepare Forms P-7084 for all employee caused work errors. A knowledgeable understanding of the problem with a realistic approach must be used in preparing these forms.

3.02 Forms shall be numbered serially for the month, starting with the number one (1) preceded by the abbreviation of the month (Jan. 1). Enter the serial number in the lower left hand corner of the "address" space of the trouble ticket and the ***Serial No.*** space on the P-7084. Attach the P-7084 to the top copy (White) of the trouble ticket (E-4732-2 or E-4732-4) or a copy of the trouble ticket when Form E-4732-1 or E-4732-3 (single copy forms) is used.

Note: Complete toll type trouble tickets in a similar manner or prepare a separate ticket for multi-circuit troubles.

3.03 Form P-7084 is self-explanatory and is not explained in detail in this section. However, there are several items that must be followed if we are to achieve the objectives of the form.

(a) The form must be filled out in detail.

(b) Routing must be prompt and complete.

(c) The supervisor's investigation has to be the result of a complete and thorough investigation of the problem.

(d) Immediate action must be taken to eliminate the cause.

4. ROUTING PROCEDURE

4.01 Analysis Forms P-7084 are routed as follows:

(a) Send Forms P-7084 to the supervisor who has the responsibility of the problem involved.

(b) The supervisor will, upon completion of his investigation, complete the form and forward it to the next name on the form.

(c) Managers will review the form and forward it to the Construction Manager if construction forces are involved. If construction is not involved the form is forwarded to District Plant Manager.

(d) Construction Managers will, after reviewing form, forward it to the District Plant Manager.

(e) The District Plant Manager will review the form and forward it to the originator.

4.02 Work error reports located in other PSC or STC geographical areas will be initiated by the receiving location and forwarded to the trouble location PSC or STC for action and tabulation.

5. RECORDS AND REPORTS

5.01 Plant service center and serving toll test center supervisors must maintain a log (P-7161, see Fig. 2) of all work error reports issued. This form is self-explanatory and is not explained in detail in this section.

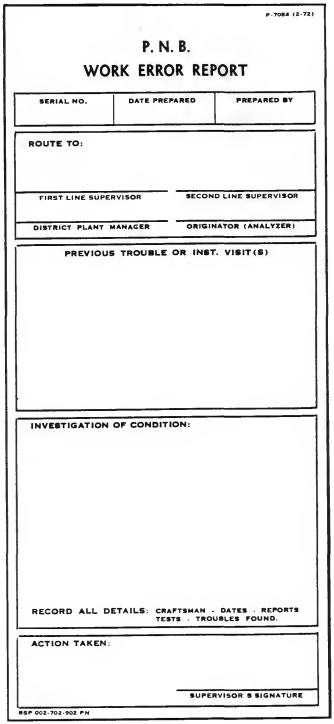
5.02 When Forms P-7084 are returned to the center and logged in, they will be kept on file for one month after the work error meeting is held and then destroyed. These forms and their summary will provide information for work error committee meetings.

5.03 Field Supervisors, Central Office Supervisors, etc, will log work errors by man and type of trouble for use in training and work error meetings.

6. ORDERING GUIDE – FORMS

- Form P-7084, Work Error Report
- Form P-7161, Work Error Log

Note: See your Forms Catalog.



P-7084 (2-72)

P. N. B.

WORK ERROR REPORT

SERIAL NO.	DATE PREPARED	PREPARED BY

ROUTE TO:

FIRST LINE SUPERVISOR

SECOND LINE SUPERVISOR

DISTRICT PLANT MANAGER

ORIGINATOR (ANALYZER)

PREVIOUS TROUBLE OR INST. VISIT(S)

INVESTIGATION OF CONDITION:

RECORD ALL DETAILS: CRAFTSMAN . DATES . REPORTS
TESTS . TROUBLES FOUND.

ACTION TAKEN:

SUPERVISOR'S SIGNATURE

RSP 002-702-902 PN

Fig. 1 — PNB Work Error Report

P7161 (2-1-67)
(CONVENIENCE)

PLANT SERVICE CENTER
WORK ERROR LOG

SERIAL NO.	FOREMAN	DATE SENT	DATE RETURNED	REMARKS

ANALYSIS INVESTIGATION AND CORRECTION OF PLANT WORK ERRORS

1.1 This appendix is being issued to provide a method of exercising closer control at the Plant Service Center where man made trouble trends indicate errors are not being reduced.

1.2 When the man made trouble report (P-7084) has been returned to the Plant Service Center completed, it will be listed by craftsman on the log sheet (P 7161), or equivalent, in the remarks space. This method is generally impractical for central office man made troubles except by central office entity. The log of man made trouble by craftsman and central office can be used at the work error committee meetings to furnish specific information for training and improvement.

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